

# Non-Warranty Service Policy

## Requesting Service

In order to request a repair, authorized distributors should contact ANEST IWATA USA, Inc. to obtain a service quote and a Return Goods Authorization (RGA) number.

**ANEST IWATA USA, Inc. will not receive or service any equipment without an RGA number.**

## What to Expect

1. Anest Iwata issues RGA
2. Equipment is shipped to Anest Iwata at the customers expense with the assigned RGA number clearly marked on the outside of shipping box and included inside the package.
3. Upon receipt, an Anest Iwata service technician evaluates the product and sends an inspection summary and proposed repair quote to the customer.
4. The quote will include labor and parts. It is valid for 10 Business Days from the date of issue. If Quote has not been approved within that time, product will be sent back to the customer, unrepaired.
5. Upon receiving written customer approval, the Anest Iwata service technician repairs the product.
6. If the service technician discovers additional issues during the repair process, the technician will communicate this in the form of an amended quote and await written customer approval before proceeding with the repair. The amended quote will be valid for 5 business days after issue date.
7. Upon completion of the requested repair, the service technician will test and certify performance before shipping the product to the customer.
8. All products will be returned to the customer at Anest Iwata's expense.
9. All repairs carry a 60-day warranty from the date of repair completion

-More-

## Fees

Category	Parts*	Labor**
Manual Spray Guns	As Quoted	\$40/Hour
Automatic Spray Guns	As Quoted	\$40/Hour
Pressure Pots	As Quoted	\$45/Hour
Pumps	As Quoted	\$75/Hour
Specialty Equipment	As Quoted	\$75/Hour

**\*Parts:** Upon completion of inspection, the service technician will provide the customer with an initial quote for the required repair parts. Repair work will not proceed without written approval from the customer. Any additional required parts will also be communicated in writing and approved by the customer before work proceeds.

**\*\*Labor:** See above Pricing. Hours of service required will be determined at time of quote.